

Volunteer Reference Guide



Snack Shack

Version: March 2024

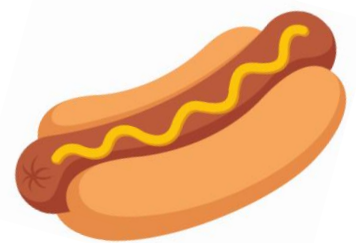
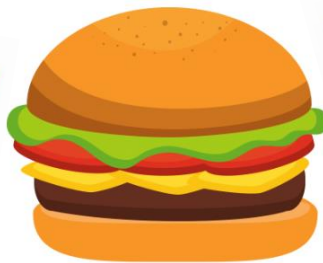


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Introduction

Welcome to the Snack Shack!

The Snack Shack has long been recognized as Mill Creek Little League's ("MCLL") most significant fundraiser. Proceeds from the Snack Shack support all divisions and levels of MCLL in many ways including but not limited to minimizing annual player registration fees. Its success is 100% reliant on volunteers like you. So, **THANK YOU** for volunteering your time to support MCLL and its mission to teach life lessons that build stronger individuals and communities through the power of youth baseball and softball.

The Snack Shack building is owned by the City of Mill Creek ("City") and rented by MCLL. As such, MCLL must adhere to certain rules and regulations set forth by the City (lessor).

Additionally, MCLL must comply with rules and regulations established by other regulatory authorities insofar as they pertain to the Snack Shack operating in accordance with food safety and labor regulations.

The remainder of this reference guide is intended to assist you with matters that arise during your volunteer shift while simultaneously ensuring compliance with the rules and regulations established by regulatory authorities.

We hope you find this guide helpful. Additionally, we hope you enjoy the time serving and connecting with your MCLL community, that you encourage others to donate their time to the success of the Snack Shack, and that we see you again soon!



Shift-Specific Tasks

Opening Shift

If possible, arrive at least 15 minutes prior to shift to allow for set-up and food preparation.

When you arrive for your shift, if the Snack Shack door is not open, contact one of the coaches preparing for game play or one of those listed in the Contact Information section of this guide. Coaches and those listed in the Contact Information section have the necessary access.

- Power up the point-of-sale (POS) register. Refer to **Point of Sale | Register** section of this guide. There should be an opening fund of cash and coin in the till ready for use. Familiarize yourself with the menu board as well as where to find the corresponding buttons on the POS.
- Plug in and power on warming equipment, as needed. This will likely include the following:
 - Hot dog roller.
 - Hot dog warming bins.
 - Slow cooker for nacho/pretzel cheese.
 - Crock pot for chili.
 - Microwave.
 - Multifunction air fryer/oven.
 - Popcorn machine.
 - Hamburger/sandwich press.
 - Coffee maker.
 - Oven for cookies, with Otis Spunkmeyer label.
- Begin warming certain food offerings taking into account your shift's time of day. Use your judgment.
 - For a 9:00 a.m. shift, you likely won't need to begin cooking hot dogs right away, however, you may need to brew coffee.
 - Cheese (for nachos and pretzels) needs a longer lead time to warm on the slow cooker. **Be sure the slow cooker has ample water (1" or so) in them, before dropping in the metal container, to allow cheese to reach and retain a smooth consistency.**
- Setup self-serve condiment table. This includes setup of the folding table just outside the Snack Shack (on the side with the key box



mounted to the wall) along with utensils, ketchup, mustard, relish, coffee supplies, as needed, etc. These items should be stored in the large plastic tote labeled “Condiment Table Supplies” (stored under the food prep counter) however, the previous shift’s volunteers may have left them on countertops.

- Display signage and/or announce (upstairs) that the concession stand is open. Consider additional announcements periodically during game play. Given how the Snack Shack is situated, it is not always obvious to attendees that there *is* a Snack Shack or that it is open.
- Set-up the three-compartment sink with soapy water, rinse water, and sanitizing compartment, to be used for washing serve ware, as needed. Allow dishes to air dry on tray.



Closing Shift

At the beginning of your shift, using your phone (or a piece of paper), take a snapshot of the Contact Information page of this guide. This is intended to rescue you if you need in the Shack after the door has closed and locked behind you.

Allow game participants time to make final purchases from the Snack Shack. For example, if the game ends at 9:00pm, allow a few minutes for players and audience to make their way to the Snack Shack before closing.

- Bring in self-serve condiments and table as well as any signage and décor from outside. Return to the large plastic tote labeled “Condiment Table Supplies” under the food prep counter.
- Cool and return remaining nacho cheese, in its metal pot, to the refrigerator provided it has not reached its end of life. Refer to date and instructions at the nacho cheese station.
- Discard remaining unsold perishable items. To minimize waste, refer to **Operating Tips** section below for guidance on offering items half-price as end of business hours approach.
- Wash utensils and equipment inside-and-out. Don’t forget the warming bins, any cookie sheets inside the oven, the coffee pot and filter tray, the hot dog roller bars as well as the removable tray that rests under the rollers, the removable grills from the hamburger press and grease trays that rest underneath. Clean the popcorn machine thoroughly. Return dry utensils to their locations. Allow wet utensils to dry next to the sink.
- Wipe down and sanitize all surfaces.
- Power off all heating equipment. Also, **unplug all heating equipment except** the coffee brewer. This includes:
 - Hot dog roller
 - Hot dog warming bins.
 - Slow cooker for nacho/pretzel cheese.
 - Crockpot.
 - Hamburger/sandwich presses.
 - Popcorn machine.
 - Oven for cookies, with Otis Spunkmeyer label.
 - Multifunction air fryer/oven.
 - Convection oven.



- Ensure displays are stocked for the following morning's shift. This includes the beverage refrigerator, chip and candy displays, paper products, etc.
- Sweep floors and clean spills, as needed.
- At the end of the shift, remove all bills in denominations greater than \$10 from the register and place into an envelope. Be sure to lift the till drawer insert and collect any higher denomination bills that may have been stored there. The envelopes are commonly stored in the back of this binder. **Complete the Closing Cash Log on the next page.**

Write the date on the envelope and drop in the drop-safe upstairs. The black drop-safe is located on the floor just left of the Announcer's booth.

- Communicate any out-of-stock items by leaving a note within the Notes app on the iPad/POS. Refer to instructions taped to the cash register.
- Pull down the metal rolling window and secure to the counter with the padlock and turn-locks on either side of the window. Refer to the **Secured Access to the Snack Shack** section of this guide, as needed.
- Make sure windows upstairs are closed and locked and scoreboard and lights are powered off.
- When you leave, ensure the Snack Shack door locks behind you.



Operating Tips

- The offerings of the Snack Shack are continuously being curated. Begin your volunteer shift by familiarizing yourself with Snack Shack inventory (including refrigerator and freezer) and supplies to get acquainted with the day's offerings and so you aren't caught off guard by requests that may be out of stock.
- Use downtime to ensure all merchandise displays are stocked and that they are representative of all varieties available. For example, stock the chips display...but don't fill with only cheese Doritos if other varieties are available, too.

Additional inventory is currently stocked in or near the large plastic totes under the counters (to the right of the cash register) or on the shelving unit at the top of the stairs.

- Consider partnering with the Announcer on duty, if any, to promote Snack Shack offerings. For example,
 - On a cooler day, we want to remind those in attendance "Warm up with a cup of hot cocoa from the Snack Shack. Available for purchase for \$X"
 - Approaching lunch time on a weekend, "Who's getting hungry? Stop by the Snack Shack for a Freedom burger, hotdog, nachos, or pretzel'.
- If you are working the last game of the evening, consider offering any remaining prepared items (e.g. hot dogs, Otis Spunkmeyer cookies, etc.) to the crowd at half-price. Announce the promotion to the crowd informing them of how many are up for grabs. Reserve one hot dog as an offering to each of the game's umpires. Refer to **Other Good-To-Knows** section of this guide for additional information. Also refer to the **Point of Sale | Register Operation – Discounts** section of this guide for instructions on how to input discounts into the register.



Point of Sale | Register Operation

Accepted Forms of Payment

The Snack Shack accepts payment in the form of cash or credit card.

Point-of-Sale Start-Up

The Snack Shack processes all transactions on a touchscreen tablet computer using Square[®] point-of-sale software. Similar to your personal-use tablet or smartphone, before you can begin a transaction, you must unlock the device. Press the button on the register to activate the screen. The current passcode is:

If, after unlocking the device you find yourself at this following screen, tap the Square[®] app icon, indicated by the arrow below:



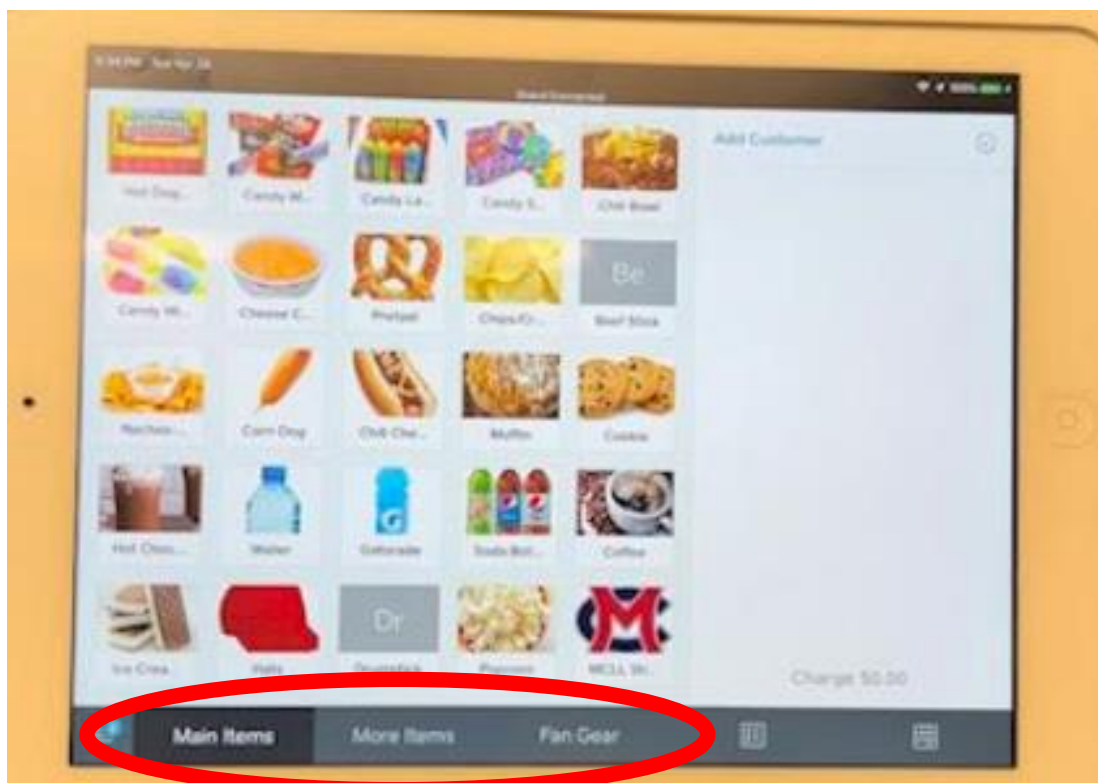
Making A Sale

After the device has been powered on, you should arrive at the following screen, ready to begin entering sale transactions for your shift.

- All Snack Shack offerings should have a button that you simply tap to charge. You will see the item appear in the right-hand panel after tapping it.

Note: If you do not see the item on the screen, be mindful there are additional “pages” of products. Simply tap the additional menu tab buttons circled below.

- To delete or correct an item, in the righthand panel, simply swipe left on the item.



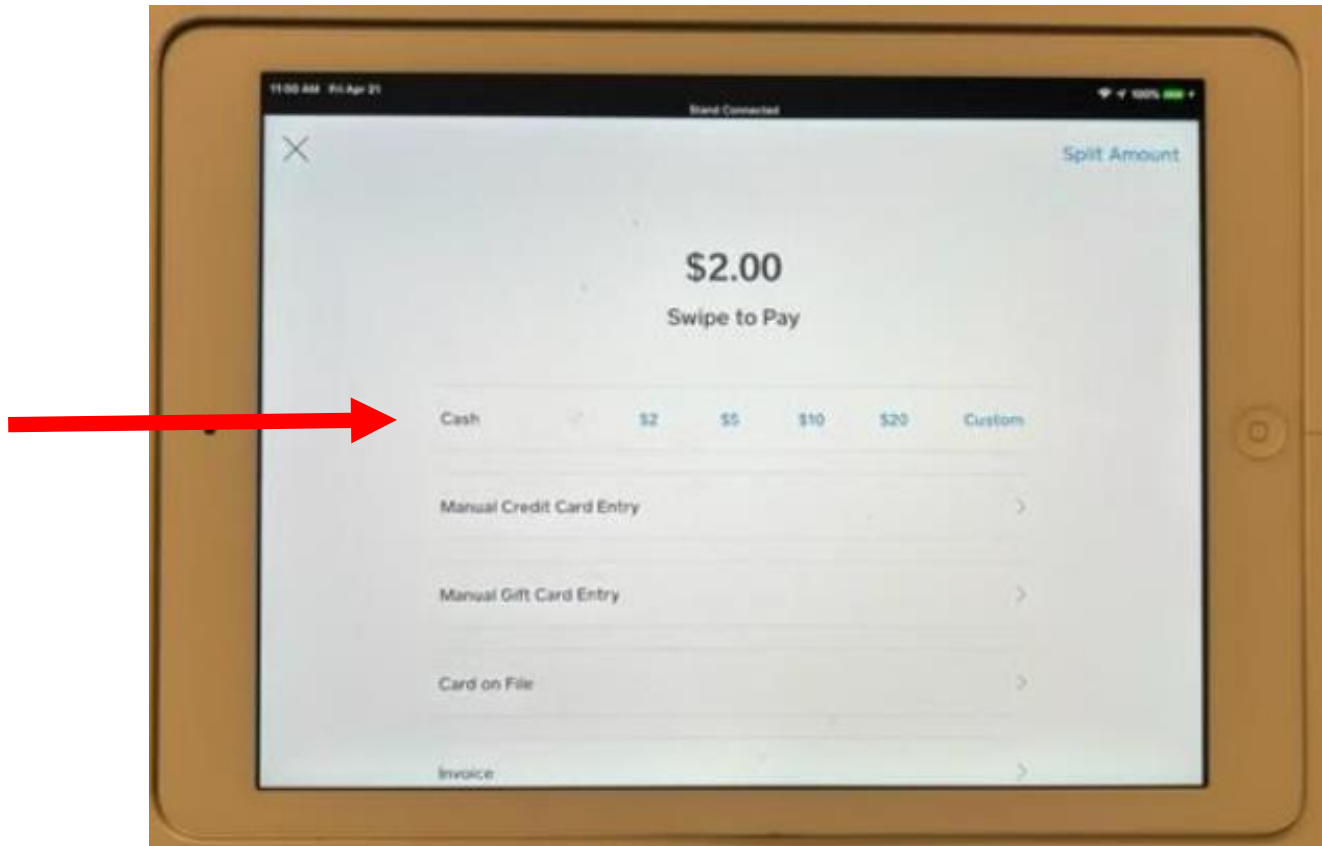
Credit Card Payment

If the buyer is paying via card, simply slide the card in the reader or tap or insert in the auxiliary card reader and the device will process the sale. (No receipts are issued).



Cash Payment

If the buyer is paying via cash, tap the blue “Charge \$X.XX” button in the bottom right of the screen and you should arrive at the following screen. From the amounts shown in blue, select the denomination of cash presented by the buyer. The till will open.

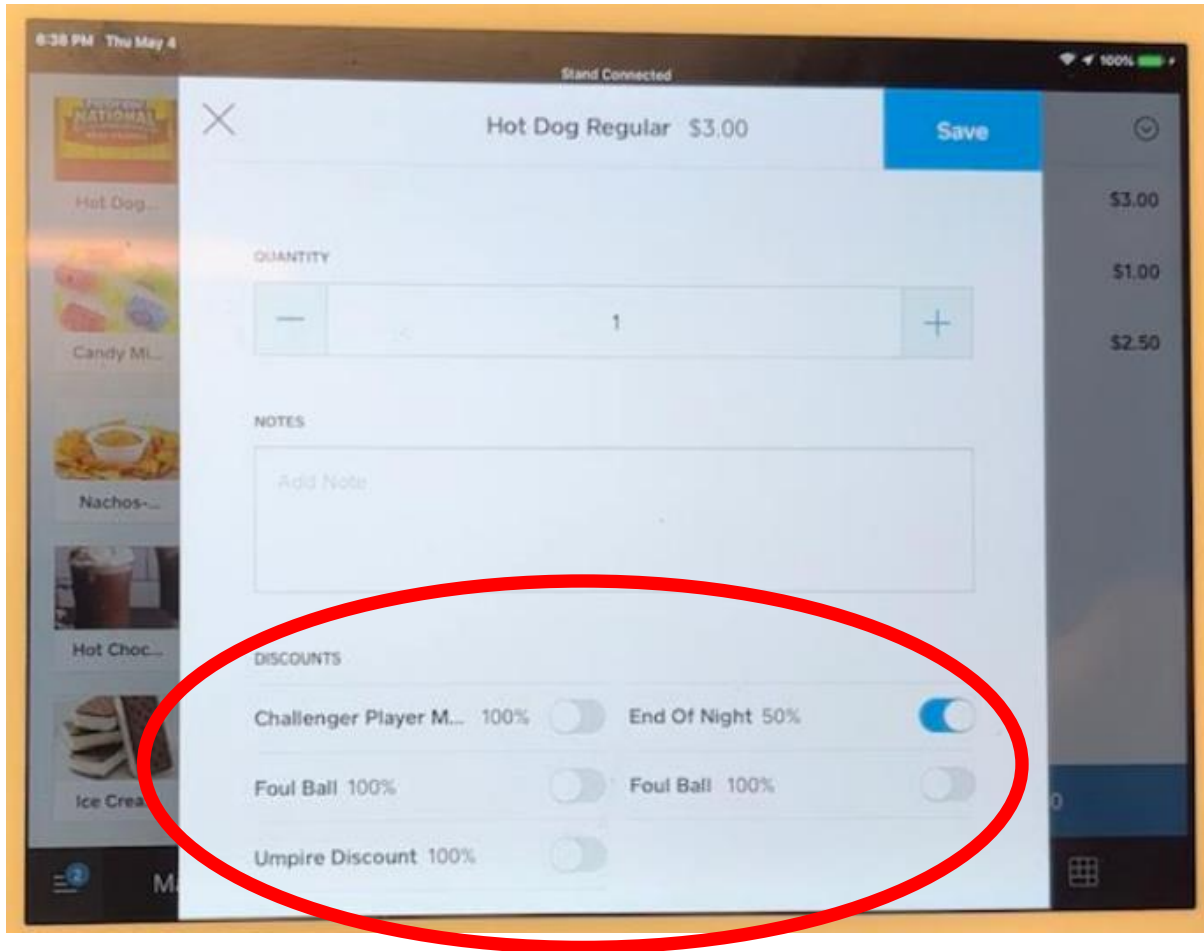


Discounts

There are times when it is appropriate to discount items for sale. For example, at the end of the night, if there are fresh cookies or hot dogs that will otherwise be disposed of. Or, when we offer umpires a concession free-of-charge as a token of gratitude. Refer to **Other Good-To-Knows – Feeding the Umpires** section of this Guide.

To discount an item, tap the item as you normally would. Once it shows in the right-hand panel, tap the item description. This will bring up the following screen, where you will select the appropriate discount to apply to the item. After choosing the appropriate discount, press “Save” in the upper right.





End of Shift Procedure

If you are working the last shift of the day, refer to the **Closing Shift** section of this guide for instruction. Otherwise, at the end of your shift, you can simply walk away, leaving the terminal as-is.

Low Change Drawer

Sometimes, the change drawer gets low. If this is the case, these are the recommended steps:

- Solicit those in the bleachers for an exchange.
- Accept only exact-change sales and cards until the drawer has been replenished sufficient to allow the next sale.
- Contact the Director of Concessions, Director of Team Parents, or VP of Operations for next steps.



Contact Information

While we make every effort to prepare volunteers for their Snack Shack shift, it is not unreasonable for questions to arise. The following resources are available and happy to help at any time:

Director of Concessions:

Mandy Ladd

Phone: (206) 618-8487

Email: concessions@millcreeklittleleague.com

Director of Team Parents:

Jen Kallshian

Phone: (425) 210-5857

Email: teamparents@millcreeklittleleague.com

Vice President of MCLL:

Sonja Vaughan

Phone: (206) 660-2926

Email: vicepresident@millcreeklittleleague.com

President of MCLL

Preston Kallshian

Phone: (360) 395-5187

Email: president@millcreeklittleleague.com

For emergencies, contact 911.

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Secured Access to the Snack Shack

Exterior Key Box

The keys to open the Snack Shack door reside in the key lock box mounted on the wall immediately outside the Snack Shack. Coaches and all individuals listed in the Contact Information section of this guide have the codes. Contact these individuals for assistance, as needed.

To prevent loss, ensure the keys are immediately returned to the key box after opening the Snack Shack door.

Rolling Metal Window Padlock

When closed, the rolling metal window is secured to the register countertop with a padlock. The keys to this padlock and the locks on either side of the rolling metal window are kept inside the cash register.

To open the cash drawer outside of a sale, just tap the “Open Drawer” button on the bottom right of the checkout screen. Then, press “Confirm \$0.00”.

When the Shack is open for business, the padlock is commonly stored near the cash register. Volunteers may place it in different locations so give a good look around.



Staffing Rules & Restrictions

Minimum Staff Requirements

To protect the safety of Snack Shack staff as well as to protect the interests of MCLL, the Snack Shack should be operated by no less than two individuals (of appropriate age) during any given shift.

In limited instances, a Snack Shack shift may be operated by one individual. Such situations are considered by and permitted only at the discretion of the Director of Concessions, Vice President, or President of MCLL.

Volunteer No-Shows

Unfortunately, there may be times when a volunteer does not show up for their shift. If this occurs, please report the absence immediately to the Director of Concessions for guidance. The Director of Concessions will determine whether staffing levels are adequate for continued operation. While it is a dissatisfier to the MCLL community and every effort is made to avoid it, there are times when the Snack Shack must be closed due to inadequate staffing.

Age Restrictions – Concessions

Age requirements for the Snack Shack are determined by the collective authority of the State of Washington, the City of Mill Creek, and the MCLL Board, in the order listed.

Currently, per City of Mill Creek policy, **no one under the age of 12 is permitted to work in the Snack Shack**. Volunteers between the ages of 12 and 16 must be paired with another volunteer who is at least 18.

Age Restrictions – Upstairs (Announcer’s Box & Scoreboard Operation)

There is a second floor in the Shack Shack building. Per City of Mill Creek policy, **no one under the age of 16 is permitted upstairs**.

Proof of Volunteer Hours

MCLL may be asked to certify volunteer hours contributed by its minor-aged volunteers to satisfy certain school requirements. These requests should be



directed to the Director of Concessions at concessions@millcreeklittleleague.com for assistance.

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Food Preparation

We think you'll find the warm food offerings of the Snack Shack are unsophisticated in nature and preparation is pretty intuitive to figure out. However, throughout the Snack Shack, instructions for specific food preparations are posted near the respective preparation stations. Look around within a foot or two of you.

If those are not helpful, use your judgment. Or, contact one of the resources listed in the **Contact Information** section of this guide.

Food Safety

Food Worker Card

All Snack Shack shifts require one person on duty with a current Food Worker Card. Food Worker Cards are valid for two years and are available for \$10 upon completion of a brief online training at www.foodworkercard.wa.gov. Volunteers may enter class "7C87" to obtain their card free-of-charge. (The State will bill MCLL directly). To obtain a Washington State Food Worker Card, visit:.

Most parent volunteers' children will continue in Mill Creek Little League for multiple years, so obtaining a Food Workers Card is strongly encouraged.

The Snack Shack is subject to periodic inspection by the Department of Health. When working in the Snack Shack, please be prepared to present your Food Worker Card, if requested.

Food Safety Manual

The Snack Shack must be operated in compliance with the Washington State Department of Health's food safety rules and regulations, as outlined in the Washington State Food Worker Manual. This manual is available at: <https://www.foodworkercard.wa.gov/en-us/manual> and included as Appendix I to this Snack Shack Volunteer Reference Guide. Refer to the Food Worker Manual for guidance on all food safety matters including but not limited to food temperature controls, handwashing standards, and cleaning standards.



Heating Equipment

The Snack Shack is equipped with the following electric heating equipment. We think you'll find they are unsophisticated in nature and use is pretty intuitive to figure out.

- Microwave
- Hotdog Roller & Warmer
- Hamburger/Sandwich Press
- Popcorn Machine
- Coffee Pot
- Slow Cooker
- Crock pot
- Cookie Oven
- Multifunction air fryer/oven.
- Convection Oven

Safety Precautions

Ensure all electric heating equipment, except the coffee brewer, is powered off at the end of the day's Snack Shack operations.

Immediately decommission and report malfunctioning heating equipment to the Director of Concessions.



Garbage

Garbage (inside and out of the Snack Shack) is collected by City of Mill Creek staff regularly.

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Other Good-To-Knows

Wi-Fi

Wi-Fi Network Name: HomerunWiFi | Wi-Fi Password: _____

Badges

Once the season begins, the Snack Shack dual-serves as a convenient hub for many things...including badge pick-up. During your shift, you may have parents/volunteers stop by to collect their badge. Badges are located in a black card-file box near the register. Badges are typically filed by last name, however, if you are unable to locate a requested badge, we recommend checking the entirety of the box as badges can be misfiled. Offer a MCLL lanyard to each volunteer along with their badge. Lanyards are stored near the black card-file box.

In the event a parent/volunteer was notified to pick-up their badge and the badge is unlocated, don't hesitate to contact the VP of MCLL, for guidance. It is not uncommon for he/she to arrange a delivery to the parent/volunteer's home.

Snack Shack Shift Coverage

To see if another shift follows yours, and whether or not it is staffed, refer to the Snack Shack signup link at <http://tinyurl.com/2024Snacks> or contact the Director of Team Parents.

Feeding the Umpires

As a gesture of thanks, we generally offer each game's umpire a hot dog (or other food of their choice) and a soda, free of charge. Refer to the **Point of Sale | Register Operation – Discounts** section of this guide for instructions.

Lost & Found

For lost and found items, refer to the bin under the counter, labelled "Lost & Found".

Share Your Feedback

We would love to hear feedback from your Snack Shack experience! Please send any questions, concerns, or recommendations to both the Director of Concessions and Directors of Team Parents so we can continuously improve and make volunteering at the Snack Shack a fun experience.

